Plenary Sessions

Forensic Accounting and Data Warehousing

Dr Brett Baker, OIG Department of Commerce and Sheryl Mayes, Employment Security Department, Washington State will give a demonstration on Forensic Accounting and Data Warehousing to show how states can improve their overpayment detection and recovery though the development of systematic processes and procedures. They will map out the end-to-end process, identifying systems and controls, identify transaction level data, build out targeted business rules and run them against the data, looking for anomalies. Following their presentation, there will be a brainstorming activity with audience participation.

Panel Discussion on Improper Payments

Gay Gilbert, Administrator, Office of Unemployment Insurance, Dale Ziegler, Deputy Administrator, Office of Unemployment Insurance and a representative from OMB.

Jane Oates, Assistant Secretary for Employment and Training Administration

National Office Update

Gay Gilbert, Administrator, Office of Unemployment Insurance

Workshops

Federal Income Tax Offset

The Department of the Treasury - Financial Management Service (FMS) Debt Management Services (DMS) will provide training on the Treasury Offset Program (TOP). TOP is a centralized offset program, administered by the FMS-DMS, to collect delinquent debts owed to federal agencies and states. FMS will provide an overview of TOP and a step-by-step explanation of what the states will need to do to submit certain unemployment compensation debts due to fraud to Treasury for collection as authorized by Public Law 110-328, the "SSI Extension for Elderly and Disabled Refugees Act."

Building Relationships with the States

Representatives from DOL OIG will lead an interactive discussion on building relationships with the states, preview of the MOU, and summary of recently completed cases. They hope to hear from workshop attendees on the challenges faced while cases are being investigated and hear suggestions on improved communications. Please come prepared with questions and suggestions for building this relationship.

New Technologies

This includes a state presentation of new technologies and a SIDES presentation.
The state presentation will explain the modification/enhancement made to the wage/benefit cross match process as follows:

- The condition of wage/benefit cross match process prior to modification Motivation/drivers to automate (Ex. Governor's Executive Order)
- Financing (SBR's)
- Purpose and goals

- Implementation of project
  - Planning
  - Gathering of business requirements
  - Programming
  - Testing
- Performance data (Pre- and Post- project)
- Modify/eliminate/add processes and procedures (Pre-project, during project & post-project)
- Current BPC investigation initiatives (Ex. new hire case weighting)

UI SIDES

An Example of a Successful Multi-State Project to Improve Employer Responses and Timeliness and Reduce Overpayments

The Unemployment Insurance State Information Data Exchange System (SIDES) is a web-based system that allows the transmission of high volume UI information requests from state UI agencies to large multi-state employers through an Internet-based electronic file transfer. A second component of SIDES is the Sides Employer Website (SEW) which supports smaller numbers of transactions. Employers respond back to the state requests through the same infrastructure, the electronic file transfer, or the SEW. This presentation will focus on how the SIDES infrastructure is being implemented through a consortium of states to help reduce overpayments and improve claims processing timeliness. Initially SIDES began through funding by USDOL, the efforts of five states, a couple of large employers, and Third Party Administrators. Today the SIDES consortium has grown to participation by 17 states, with a formal governance structure under NASWA/CESER. The SIDES infrastructure was originally built for one standard data exchange between states and employers, separation requests. This year work will begin on a new standard data exchange format —Wage Verification. Other standard data exchange formats between states and employers will follow.

Styles of Effective Collection

This "Collections" workshop showcases 3 styles of collections efforts; non-technology based, technology based, and garnishment based. The audience will gain insight to improve their own collection program by learning about the challenges, pitfalls, and successes of each style. There will be time to "Ask the Experts" for their opinion on some of the collection challenges that you're encountering.

Internal Security - 2010 Security Trends and Concerns

The purpose of the training is to gain an understanding of theoretical and applied concepts for internal security measures within state employment organizations nationwide. Participants will learn how business interacts with processes and systems to effectively implement a security program, as well as gain valuable insight from lessons learned in the state of Oregon.

Strategic Innovations Round Table

The states are asked to come prepared to discuss best practices and new strategies for the prevention of Improper UI Payments. Also come prepared to discuss projects that may have been less than successful and your colleagues may have some insights to take back to your agency. These contributions will be compiled and shared with each state at the end of the conference.

Reporting Requirements and Validity of the Data on the ETA 227 Overpayment and Detection Activities Report

This workshop should de-mystify UI Required Reports with focus of the ETA 227 Report. The ETA 227 Report is one the more challenging required reports. You will learn the importance of the report, how it ties to performance measures and how to keep it accurate. The experts will present this material in a matter that will make it easy for all.

Executive Order on Decreasing Improper Payments, Performance Measures and how the National Directory of New Hires can be used most efficiently to reduce Improper Payments

Prosecution Debit Card and Direct Deposits: Legal and Investigation Issues

Hear from states that have had successful prosecutions of fraud since converting from paper checks to these methods of benefit payments.

Maintaining Integrity in High Unemployment

There are things that every state should be doing to detect and prevent UI overpayments. Some get overlooked or reduced when staff is reassigned during high workloads. When the workload returns to normal, sometimes the decision is made not to reinstate the prior methods of detection and recovery. In this workshop, we hope to outline some things that will assist states in having a viable BPC unit at all times.